Home HealthCareTODAY

POC Update

THE ONE **SMALL** KEY
TO **HUGE** OXYGEN PROFITS!

THESE NEW POCs REALLY ARE THE LIGHTEST EVER!



AND THE WINNER IS...

OxyGo®

A healthcare pro talks about his pick for the "Best of the Best" in POCs ... Page 8

POC ECONOMICS — PAGE 25What Every Provider Needs To Know

An Ohio DME's savvy strategy for surviving lower oxygen reimbursement

2017 SMART START GUIDE



HHCT's "Sweet 17" Resolutions for 2017



Your Roadmap to a Smart Delivery Strategy









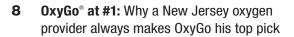
contents

FEBRUARY 2017



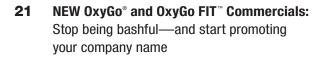














POC Economics: How one oxygen provider is maximizing profits

31 Events: Kick off 2017 with a list of upcoming meetings and events

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Victoria E. Marquard-Schultz

EDITORIAL

Editorial Director: Laura Frederick Editor: Kristen Cifranic Contributing Editor: Rob Saltzstein

DESIGN & PRODUCTION

Michele Kasl, Premier Designs

ADVERTISING

Advertising Sales Exec: Jon Schultz

EDITORIAL BOARD

David J. Marquard II Owner & CEO, Applied

Randall Shultzaberger VP & COO, Applied

Gerd Weissenfels Managing Dir, IBEDA GmbH

Kevin Smith Director of Business Development

Bob McQuown, RRT Manager of Clinical Resources, Applied/OxyGo (formerly Manager of Cleveland Clinic Homecare)



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We'd love to hear from you! Feel free to write us and let us know what you think. We consider all submissions and are accepting new advertisers!

vmarquard@applied-inc.com

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Smaller, Lighter, Better: A Paradigm Shift Worth Noting

The design and miniaturization of medical devices has undergone

a paradigm shift in cost and utility

which has revolutionized

the home healthcare

consumer products you

sell or should be selling."

Bigger is not better when it comes to most home healthcare products. Medical device miniaturization is one of the cutting edge benefits home healthcare providers are able to offer their patients today on multiple fronts.

The design and miniaturization of medical devices has undergone a paradigm shift in cost and utility which has revolutionized the home healthcare consumer products you sell or should be selling. Driven by the semiconductor industry's ability to reduce chip size and

increase performance, miniaturization is significantly improving patient care.

As medical devices become smaller and more portable, consumers notice. The same technologies that drove the shrinkage of computers and phones have fueled a vast array of medical equipment development.

If you are in the business of selling home oxygen, I hope you have noticed our latest product, the OxyGo FIT". It's the lightest POC on the market and it makes

your patients' lives better. At the same it brings in big bucks for your bottom line. You will find more information on the OxyGo FIT in ads and articles throughout this magazine.

We would love to hear your success story with an OxyGo® POC or other Applied oxygen related product that you sell. Send it to me at vmarquard@applied-inc.com. If we publish it, I'll send you a choice of receiving either a \$250 Amazon gift card or a \$250 discount off any of our products!

Victoria Marquard-Schultz | Editor In Chief, Home HealthCare TODAY vmarquard@applied-inc.com



VICTORIA MARQUARD-SCHULTZ

Editor In Chief,
Regulatory Director

Victoria Marquard-Schultz, Esq. is Applied Home Healthcare Equipment's General Counsel and Regulatory Director. She has 20 years experience with Applied, and has worked with the Federal Judiciary and the Prosecutor's Office in Michigan. She's written several scholarly legal publications and was an expert columnist in HME News Smart Talk and featured in Homecare Magazine. Victoria is currently attending the Harvard Business School's PLD program.



Put a smile on your face or the face of someone you love... **WIN this \$100 Walt Disney**® **gift card!**

Use the \$100 Disney gift card at the Magic Kingdom or to purchase products from any Disney store. Just find the buried treasure chest inside this issue and submit its location at: **homehealthcaretoday.org/treasure**.

If more than one correct answer is received, a special drawing will be held to break any ties and determine the winner.

Congrats to last issue's winner:

Larry Jantzen, Owner of Larry's Home Oxygen, Inc. in Enid, Oklahoma!

Hurry! — This contest ends on 3/30/17. The winner will be announced in the next issue.

Disney is a registered trademark of the Walt Disney Corporation







WHAT ABOUT BOB?

The next best thing in portable oxygen concentrators is HERE!

t Medtrade Fall 2016, the OxyGo® booth was a very busy place to be. There was considerable buzz and excitement surrounding the introduction of OxyGo's newest, smallest, and lightest 3 setting pulse dose concentrator, the OxyGo FIT™. This latest member of the OxyGo family hit the marketplace in late October and was officially introduced to the homecare world at the Medtrade convention in Atlanta, Georgia.

The OxyGo FIT is small and extremely lightweight. It weighs just 2.8 pounds with a single battery and can operate up to 5.8 hours using a double battery. It measures 5.91" Long, 2.68" wide and 7.2" height. Oxygen output is identical to the OxyGo; 210ml/min at setting 1; 420 ml/min at setting 2 and 630 ml/min at setting 3.

The OxyGo FIT can be powered with AC (100-240 V, 50-60 Hz (auto sensing to allow worldwide use). DC power cable allows for mobile use in the car and charges the battery at all 3 settings. The single battery will operate the OxyGo FIT for up to 2.7 hours.

The OxyGo FIT is quiet and produces 40 decibels at flow setting of 2.

OxyGo concentrators are truly portable because they can be used 24/7. They can accommodate up to 25 feet of tubing, including nasal cannula, and still deliver oxygen to your patient. This is a huge benefit not offered by most other brands. It gives your patients more freedom to roam. I met many attendees at this past Medtrade who had no idea that a concentrator could recognize and deliver a pulse of oxygen from 25 feet away.

The OxyGo FIT, despite its ultra lightweight, has all the features of the OxyGo, including easy-to-remove batteries. And the sieve beds can be easily removed, thereby cutting down on service calls. The OxyGo FIT also has a built in analyzer to measure oxygen output and flow. This makes it easy to make sure manufacturers' recommendations are being followed.

Today's patients want small, lightweight, quiet and reliable portable oxygen concentrators. The demand is there and growing. Take a close look at the OxyGo line of portable concentrators. You will not be disappointed and your patients will benefit. www.oxygo.life

Have questions, drop me an email: bmcquown@applied-inc.com

Thanks for reading,

Bot

Bob McQuown, R.R.T.

Manager of Clinical Resources, Applied Home Healthcare Equipment bmcquown@applied-inc.com



"They can accommodate up to 25 feet of tubing, including nasal cannula, and still deliver oxygen to your patient. This is a huge benefit not offered by most other brands."





Extraordinarily Compact and Quiet

Charge and Use Anywhere... 24/7!

3 Pulse Dose Flow Settings



OxyGo FIT Comes With:

- A durable, black protective bag
- Carry strap

Setting 1

- AC charger, and DC car charger
- Easy to follow instructions!

SPECIFICATIONS

	Size, Weight	With Standard Battery: (L) 5.91" x (W) 2.68" x (H) 7.2" 2.8 lbs. / 1.27 kg. With Double Battery: (L) 5.91" x (W) 2.68" x (H) 7.79" 3.29 lbs. / 1.49 kg.		
	Oxygen Flow	Flow per setting: 1 (210ml/min), 2 (420ml/min), 3 (630ml/min)		
	Power	AC Power Supply: 100-240 V, 50-60 Hz (auto-sensing to allow worldwide use), DC Power Cable for mobile use in car		
	Battery	Single Battery: Up to 2.7 hours Recharge up to 3 hours with AC or DC power Double Battery: Up to 5 hours Recharge up to 5 hours with AC or DC power		
	Noise	40 Decibels (at flow setting 2)		
	Warranty	3 year lifetime limited *		
	Operation	Simple control functions and easy-to-read LCD display		
	Use	Designed for 24/7 use, at home or away!		

^{*} See OxyGo Warranty Statement for details

POC INSIDER

A Pro Talks About the Best of Best the

by Rob Saltzstein, Contributing Editor

arc Gordon created Newtec Medical Equipment LLC, Toms River, NJ, with the intent of bringing affordable new technology home respiratory equipment to the patient. With a background as a Certified Respiratory Therapist with hands-on experience in dealing with Medicare reimbursements, Marc knew the type of business he wanted to own and run.

"I saw how complex and daunting it often was to get Medicare coverage for many patients. And I experienced how difficult it could be for them to obtain and benefit from the latest modern equipment," he said. "I saw an opportunity to start essentially an all cash business and avoid many of the reimbursement hassles I had seen. So I started Newtec Medical Equipment with a heavy emphasis on old fashioned affordable customer service.

I will drive to see a patient on a minute's notice. My patients know I will go the extra mile for them and only recommend what I think is best for them, not for me. I want them to know I am always there for them, and that I care about their health and their lives," Marc continued.

His company is off to a hot start.

Newtec will be three years old in March 2017 and 2015-2016 growth has been 150%. To make such growth possible Marc often makes deliveries at all hours, frequently delivering well into the evening.

Marc classifies his business as a DME company concentrating in respiratory equipment.

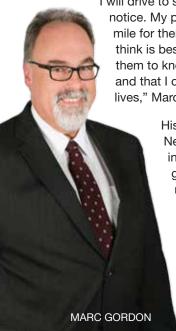


"I believe OxyGo is the best brand on the market. My customers are doing their homework and research. They are talking to one another — they are asking me for OxyGo because they hear it's the best."

Newtec Medical Equipment specializes in CPAP, portable oxygen concentrators, nebulizers and CPAP masks. Marc also has developed an expertise in mobility products and offer patients a range of scooters. He sees his biggest competition as not coming from brick-and-mortar competitors but from Internet operations that know nothing personal about what their customers really need. "There is no policing of the Internet. Many of them don't even have legitimate licenses. I don't think it's right that many home healthcare patients today are getting their equipment from basically a UPS shop," he said.

When it comes to evaluating POCs, OxyGo® and OxyGo FIT™ concentrators get Marc's highest grades. "I believe OxyGo is the best brand on the market. My customers are doing their homework and research. They are talking to one another-they are asking me for OxyGo because they hear it's the best," he said.

Mark says that among his patients, the OxyGo models stand out. "People want the OxyGo because of its



patient focused features such as small size, longer battery duration options, simple affordable user serviceable maintenance for changing columns (sieve beds) replaceable batteries," Mark said.

"OxyGo is the only POC I know of where the patient can easily change the sieve beds or columns," he continued. "The other POC units most often have to be sent back to have this service done and it's expensive, maybe \$500 or \$600 and time consuming for the patient to have to do this. It takes two minutes for a patient to make that switch with OxyGo and most other POCs don't even have the removable batteries OxyGo offers." Marc added.

The diagnostic information provided on OxyGo telemetry screens is at a level a cut above others, according to Gordon. He is impressed that at a glance OxyGo diagnostics tell patients if the unit and oxygen flow is too cold, too hot, if the sieve beds needs to be changed, etc. He is further impressed that the OxyGo POCs don't just have a general "low purity light" warning.

"The OxyGo POC diagnostic screen actually shows my patients the hours and minutes of oxygen flow left—not just a vague warning expressed in a percentile such as a 25% or 50% status light, which is what their competitors offer," said Gordon. "For example, OxyGo will tell your patient that he or she has an hour and 38 minutes left, not just 50% or whatever. That certainty from an OxyGo unit gives my patients an extra level of confidence," Marc added.

Diagnostic precision is important to Gordon and he says the portability OxyGo offers makes a big, big difference to his patients. "They used to be afraid to leave the house, always concerned they had to get back home by a certain time because of their oxygen needs. Now with OxyGo they can stay away from home all night. OxyGo power options are limitless. They can be plugged into the car and have batteries that are interchangeable. In fact, with their OxyGo units, my patients don't even have to ever come back home if they don't want to," he laughed.

Asked what's changed in the market, Marc said that the new lightweight OxyGo FIT is a game changer. "Everyone used to be hunting out the OxyGo as the best and smallest portable out there. Now when I bring both out to patients as a demo they look at the OxyGo as way too big and rule it out as an option, selecting the Oxygo FIT instead, as long they are at a setting of 3 or below," Mark continued.

As might be expected, Gordon is a huge fan of the home no-delivery oxygen model. "Filling cylinders every week or month reminds me of the times when we all used rotary phones, pay phones. In their day they were great. But as we head into 2017, monthly cylinder delivery is more often than not an inefficient technology compared to the cost advantages and freedom offered patients by today's POCs," Gordon concluded.



OxyGo® Portable Oxygen Concentrator gives patients oxygen without tanks... and without deliveries! See how it can benefit your patients — and your business today.







GET IN ON THE DEMAND AND OFFER YOUR PATIENTS THE POC THEY WANT!

Now with **5** settings at the same great price!

estoring your patients' freedom and control of their day is a big part of what makes the OxyGo® so special. Patients can power an OxyGo by plugging it into a wall outlet, DC outlet in their car, or for hours at a time with each rechargeable battery.

The OxyGo makes jumping in the car to run errands or taking weekend trips easy. Users can come and go as they please without having to switch equipment. Patients can even take long trips that they never thought possible! The OxyGo is made to follow your patients anywhere... whether it's around town, on the road, or on a cruise.

Weighing in at less than 5 pounds, and with an exceptional battery life, the OxyGo is completely wearable.

- Up to 9.0 hours of battery life with optional double battery
- Only 4.8 lbs. including the battery!
- No carts or tanks required
- Airline approved for domestic and international air travel

Give us a call to learn more about how OxyGo can keep your patients going, and keep your costs down!

Respironics

SimplyGo

Inova Labs

LifeChoice

Precision

EasyPulse

888-599-8319 | orders@applied-inc.com

See how the 5 Setting OxyGo® outperforms the competition...



#1400-1000OxyGo with single cell battery

#1400-1000-16OxyGo with double cell battery

	single cell battery	double cell battery	Mini [®] std. battery	Activox 4L®	POC-3°
O ₂ Capacity	1,050 ml/min	1,050 ml/min	1,000 ml/min	450 ml/min	520 ml/min
Airline Approved	YES	YES	YES	YES	YES
Single Solution	YES	YES	NO	NO	NO
User Replaceable Batteries	YES	YES	YES	NO	NO
Intelligent Delivery Technology: Pulse Flow Settings: 1,2,3,4,5	YES	YES	NO	NO	NO
Weight	4.8 lbs.	5.8 lbs.	5.0 lbs.	4.8 lbs.	4.9 lbs.
Weight	2.2 kg.	2.6 kg.	2.3 kg.	2.0 kg.	2.2 kg.
Battery Duration	UP TO 4.5 hours	UP TO 9.5 hours	UP TO 4.5 hours	UP TO 8.25 hours	UP TO 5.5 hours
Sound Level at setting 2	39 dB.	39 dB.	43 dB.	44 dB.	42 dB.

View the clinical studies: www.bitly.com/OxyGoClinical

Retail Sales Opportunity!

ACCESSORIZE

and build the perfect 5 Setting OxyGO System

1. SINGLE CELL BATTERY

Rechargeable Lithium-lon #1400-1010-8

DOUBLE CELL BATTERY

Rechargeable Lithium-Ion #1400-1010-16

2. DESKTOP BATTERY CHARGER

with power supply. Includes charger and power supply with AC power cord. #1400-1030

3. DC POWER SUPPLY

#1400-1050

4. AC POWER SUPPLY

Includes power supply and AC power cord. #1400-1040

5. OXYHOME™ BY NIDEK

Stationary Oxygen Concentrator. 5 Liter Oxygen concentrator with O₂ monitor. Flow Settings: 1, 2, 3, 4 and 5 lpm. #1400-5000

6. BACKPACK

#1170-1420

7. ACCESSORY BAG

#1170-1445

8. CARRYING CASE

#1170-1410





Label Remover 3G

No residue & no rinse formula. Leaves no residue & fast drying. No rinsing needed. Non-oily, low odor & toxicity. Contains no chlorinated solvents or CFCs. Meets Mil Spec PD-680, Type 1.

1 Gallon #1109-5520 Cases of 4, priced individually **Your Price** = \$43.17

32 oz. Bottle #1109-5521 Cases of 12, priced individually **Your Price** = \$22.89

120 ct. Wipes #1109-5524 Cases of 6, priced individually **Your Price** = \$18.92



Oxygen Equipment Cleaner

Meets requirements for CGA (O2-DIR listed) oxygen cleaning solutions when used as directed, with instructions and SDS.

1 Gallon #1100-0026-1 Cases of 4, priced individually **Your Price = \$43.17**

32 oz. Bottle #1100-0021 Cases of 12, priced individually **Your Price = \$22.89**

120 ct. Wipes #1100-0022-1 Cases of 6, priced individually **Your Price = \$18.92**



Concentrator Cleaner

Leaves no residue and fast drying. No rinsing needed. Biodegradable, USDA approved. No VOCs, CFCs, chlorinated solvents, phosphates, alcohol, ammonia, acids or abrasives. No flashpoint. Pleasant fragrance. Made in the USA.

1 Gallon #1109-5527 Cases of 4, priced individually **Your Price = \$14.22**

32 oz. Spray Bottle #1109-5529 Cases of 12, priced individually **Your Price = \$7.48**

120 ct. Wipes #1109-5528 Cases of 6, priced individually **Your Price = \$9.39**



Cylinder Surface Cleaner 2.0

Leaves no residue and fast drying. No rinsing needed. Biodegradable, USDA approved. No VOCs, CFCs, chlorinated solvents, phosphates, alcohol, ammonia, acids or abrasives. No flashpoint. Pleasant fragrance. Made in the USA.

1 Gallon #1100-0130 Cases of 4, priced individually **Your Price = \$33.92**

32 oz. Bottle #1100-0134 Cases of 12, priced individually Your Price = \$22.51

120 ct. Wipes #1100-0132 Cases of 6, priced individually **Your Price = \$11.33**

The Future of

Healthcare

How technology will change healthcare for patients, providers, payers and governments.

Big Data

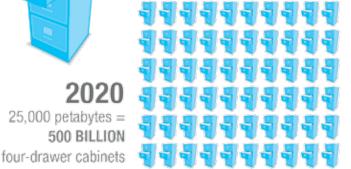
The amount of worldwide healthcare data is expected to grow to 50 times the current total to

25,000 petabytes



2012

500 petabytes = 10 BILLION four-drawer cabinets



Health Spending

U.S. health expenditures projections, per capita

2014	\$10,005.20
2015	\$10,535.30
2016	\$11,099.30
2017	\$11,664.30
2018	\$12,259.10
2019	\$12,951.70
2020	\$13,708.80

Medicaid

Medicaid expenditures are projected to grow at an average rate of 7.5% per year from 2015 through 2020

By 2020, Medicaid is projected to pay for about

20%

of all health expenditures



Health IT Jobs Medical records and health information technician jobs are expected to

increase by

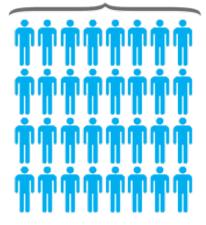
21 % from 2010 to 2020

2010

179,500 Jobs

2020

217,200 Jobs



Home HealthCare TODAY's

"Sweet 17"

17 positive changes you can implement now — for a successful 2017!

With the start of a new year, it's time to follow through on resolutions that every DME-focused business should seriously consider. Here's a list of our top picks.



- There is a new sheriff in town in Washington, D.C. It's time to review your business plan in the light of possible politically based changes that could impact your business from the new administration. Is there anything you should add or delete to the plan that can be leveraged to your benefit?
- Collect the money you are owed. Redouble your efforts to collect delinquent accounts.
- Nothing good follows by hanging on to an unproductive employee. The beginning of the year is a good time to do employee pruning you may have been putting off. Your productive employees will thank you.
- Give yourself a break. Plan a real vacation this year without a computer by your side.
- Go back to school and learn something new.
- Make an effort to catch employees in the act of doing something right. Let them know how much you appreciate their efforts.
- Automate, automate, automate. Leveraging technology to handle repetitive workplace tasks is smart business.
- Include a stuffer in your monthly invoicing that promotes a product or service that needs extra attention.
- Teach yourself a new marketing skill and use it.

- Weed out marketing and sales efforts to people who don't have the money to buy from you.
- Consider canceling the next expensive Christmas party and using the money saved as a cash bonus for employees.
- Clear out the business clutter in your life. That might be cleaning out email inbox files, buying new file cabinets, tossing out anything that you really don't need. The result will be greater clarity of mind.
- Birthdays are important. Consider hand delivering a birthday card to each employee for the next 12 months.
- Make that difficult sales call. Some account calls are more dreaded than others. Make a punch list of priority face-to-face visits you need to make and get the most difficult calls out of the way first.
- Don't hide behind voicemail. Answer every call you can by the third ring. Change your greeting every day or at least weekly to reflect the current time period. Let the caller know that his or her very message is very important to you and that you will return the call as soon as possible.
- Measure it! As Peter Drucker, Business Visionary put it: "WHEN IT GETS MEASURED, IT GETS DONE!"
- Read more! Keeping up on the latest healthcare and business trends will help you keep your competitive edge.





M6

1 # 1100-1931

Holds 4 cylinders. 8 %" H x 8" D x 8" W

Was *26.50 **Your Price = *23.85**

2 # 1100-1927

Holds 24 cylinders. 36 ¾" H x 32" D x 15 ½" W

Was *224.20 Your Price = *201.78

3 # 1100-1933

Holds 8 cylinders. 8 %" H x 8" W x 15 ½" L

Was *41.53 **Your Price = *37.38**

4 # 1100-1946

Holds 6 cylinders. $15\frac{1}{2}$ " H x $7\frac{3}{4}$ " W x $11\frac{3}{4}$ " L

Was *40.82 **Your Price = *36.74**

5 # 1100-1937

Holds 12 cylinders. 8%" H x 12" W x 15½" L

Was *66.70 **Your Price = *60.03**

6 # 1100-1924

Holds 6 cylinders. $39\frac{1}{2}$ " H x 13" D x $12\frac{11}{16}$ " W

Was *67.52 **Your Price** = *60.77

7 # 1100-1846

Holds 60 cylinders. 40" H x 39" D x 23" W

Was *301.89 **Your Price = *271.70**

Don't see the rack or cart you need?

CHECK US OUT ONLINE!



C/D/E

1 # 1100-1901

Holds 1 cylinder. 7" H x 9" L x 9 ½" W

Was \$23.01 Your Price = \$20.71

2 # 1100-1958

Holds 24 cylinders. $8\frac{1}{4}$ " H x 39" L x $14\frac{1}{2}$ " W

Was *156.70 **Your Price = *141.03**

3 # 1100-1935

Holds 8 cylinders. 8¼" H x 19½" L x 9¾" W

Was *49.27 Your Price = *44.34

4 # 1100-1936

Holds 6 cylinders. 8%" H x 10" L x 15" W

Was *44.32 Your Price = *39.89

5 # 1100-1923

Holds 6 cylinders. $39 \frac{1}{2}$ "H x $16 \frac{1}{2}$ " L x $13 \frac{3}{4}$ " W

Was *77.21 Your Price = *69.49

6 # 1100-1920

Holds 12 cylinders. 8.375"H x 20" L x 15" W

Was *83.53 **Your Price = *75.18**

7 # 1100-1911

Holds 1 cylinder. Includes odor-free handle and heavy duty black wheels.

Was *24.99 **Your Price** = *8.59 each

LOWEST PRICE EVER!

Pricing is for multiples of 4

8 # 1100-1926

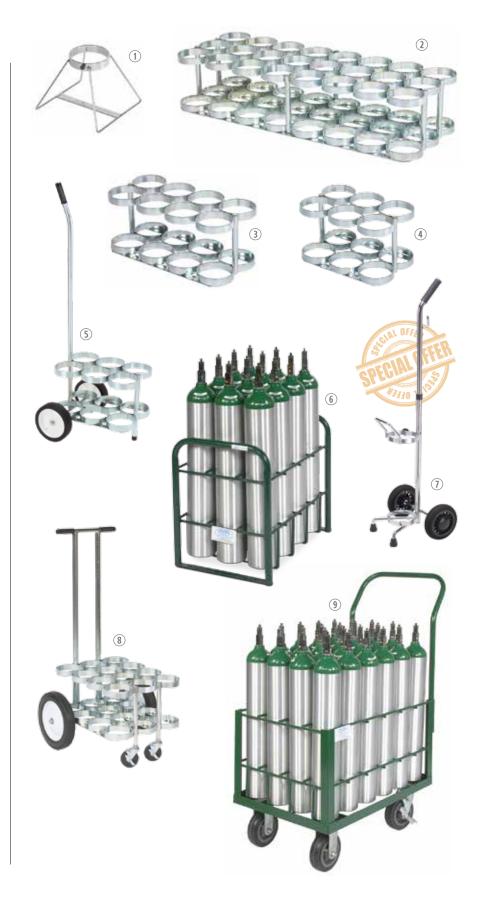
Holds 12 cylinders. 36 ¾" H x 20" L x 22" W

Was *181.90 **Your Price = *163.71**

9 # 1100-1885

Holds 24 cylinders. 45" H x 31 ½" L x 21 ½" W

Was *317.23 Your Price = *285.51



U.S. DOT COMPLIANT VAN RACKS'



DOT TIP: AVOID DOT FINES!

* U.S. DOT regulations require cylinders, cryogenic vessels, carts, racks, etc. to be secured against movement, shifting, and/or ejection during normal transportation (49 CFR 393.102))

1 # 1100-1795

Layered van rack with lockable door. Holds 35 M6 Cylinders. 25 ½" H x 19 ½" D x 27" W

Was *657.29 Your Price = *591.56

2 # 1100-1789

Layered van rack with lockable door. Holds 21 M6 cylinders. 33" H x 18 ½" D x 13" W

Was *651.96 Your Price = *586.76

3 # 1100-1794

Layered van rack with lockable door, hinged on right side. Holds 12 D/E cylinders and 16 M6 cylinders. 44 ¾" H x 32 ½" D x 17 ½" W

Was *648.47 **Your Price = *583.62**

1100-1862

25 D/E layered cylinder rack. Also holds 50 M7 / M9 / C for horizontal storage. 40" H x 32" D x 27" W

Was *519.57 **Your Price = *467.61**

5 # 1100-1797

25 E layered van rack with lockable door. 33" H x 32 ½" D x 28" W (not pictured)

Was *808.30 **Your Price** = *727.47



PATIENT STORAGE RACKS

Ideal to meet state and/or accreditation requirements for storing oxygen cylinders in a home or facility.

1 # 1100-1985

Holds 12 M6 cylinders.

Was *44.95 Your Price = *40.46

2 # 1100-1984

Holds 6 M6 cylinders.

Was *29.95 Your Price = *26.96

3 # 1100-1941

Holds 6 C/D/E cylinders.

Was *29.95 Your Price = *26.96

4 # 1100-1815

Holds 1 M60 (7 $\ensuremath{^{1\!\!/}\!_{4}}$ " D) cylinder.

6" H x 14" D x 14" W

Was \$27.42 Your Price = \$24.68

5 # 1100-1836

Holds 1 M60, M, H or T cylinder, 7" to 9 $\frac{1}{2}$ " diameter, with swivel casters. 12" H x 18" D x 18" W

Was *141.04 Your Price = *126.94

6 # 1100-1835

Holds 1 M60, M, H or T cylinder, 7" to 9 $\frac{1}{2}$ " diameter.

12" H x 18" D x 18" W

Was *50.68 **Your Price** = *45.61

7 # 1100-1819

Holds 1 H/T cylinder. 46" H x 15 " D x 15" W

Was *111.31 Your Price = \$100.18

8 # 1100-1822

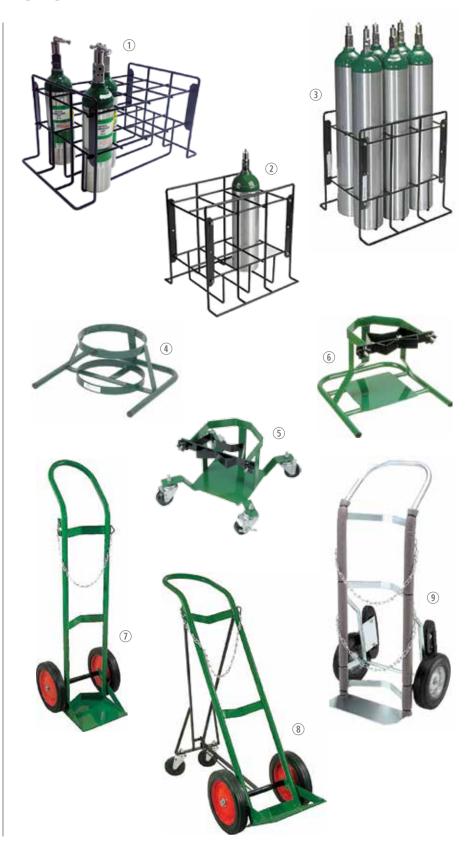
Holds 1 H/T cylinder, with dolly style handle and solid rubber wheels and swivel casters. 46" H x 15" D x 15" W

Was *189.85 Your Price = *170.87

9 # 1100-1950

Holds 1 cylinder or liquid reservoir, rubber padded with two securing chains and semi-solid wheels. 44" H x 22 ½" L x 17" W

Was *231.19 Your Price = *208.07



Healthcare Marketing Tips



How many texts do you receive in a day? Emails? How many websites do you read each day? What about social media? Twitter? Facebook?

With technology these days, the need to be an effective writer has greatly increased. Grammar and punctuation is something that's easily learned, and spell check can be a writer's best friend... but what makes writing *good*? Readable. Enjoyable. Effective.

One thing might be humor. But how can you add that to business writing? Take a page from a legend.

Will Rogers, the great American humorist, (1879-1935) still ranks today as one of the most liked U.S. writers of all time. He had a knack for making people laugh by making profound observations in a funny way that caused people to adore his writing style.

Whether you are writing healthcare business letters or personal letters, or composing general or business e-mails, if you add humor to your writing, chances are you will get better readership and better response.

Sage advice from "marketing masters" to help inspire your messaging for 2017 ...

"If dogs don't like your dog food, the packaging doesn't matter."

- STEPHEN DENNEY

"Make it simple, make it memorable, make it inviting to look at."

- LEO BURNETT

"People spend money when and where they feel good."

- WALT DISNEY

"Creativity may well be the last legal unfair competitive advantage you can take to run over the competition."

- DAVID TROTT

"Doing business without advertising is like winking at a girl in the dark. You know what you are doing but nobody else does."

- STUART HENDERSON BRITT



Sell More POCs with NEW OxyGo®and OxyGo FIT™ TV Commercials



LIGHTS... CAMERA... ACTION!

Pour on sales with OxyGo® POCs and their new super light model, the OxyGo FIT™.

New 30-seccod, 60-second and 120-second OxyGo and OxyGo FIT commercials have been produced that can be inexpensively customized to promote POC sales in your business. And when they come in to buy the OxyGo brand, they'll buy other products you sell also.

The new commercials are designed to run on local TV stations and drive customers to your store. They can also run on a continuous loop in your store or can be shown to potential buyers, as needed, to help close a sale. And you can put them on your website to build content and viewership.

Each follows six proven rules for producing great commercials:

- 1 They connect by making their key core selling points interesting
- 2 They have an interesting opening to engage potential customers
- 3 They give reasons for potential buyers to visit your store
- 4 The stick to the point and don't wander
- 5 They are easy to understand and use everyday language
- 6 They call for action

Each commercial is customized with your store's information!

CHECK THEM OUT: www.oxygo.life/video

For a nominal cost these commercials will be voiced over to reference your unique store name and location(s). Your store phone number will be provided both by voice and by an easy-to-read tagline at the end of the commercial.

The new OxyGo commercials were shot over two days on Cleveland's Lake Erie and feature people who have made a career in the oxygen field. Applied Home Healthcare Equipment customer care manager, Laura Frederick, makes a cameo appearance. And Bob McQuown, R.R.T., who writes the always well read "What About Bob" column in this magazine, makes a cameo appearance also. Tap into the selling power of these commercials and grow sales in the red hot POC market—where OxyGo is Number 1!

CONTACT JON SCHULTZ: jschultz@applied-inc.com | 440-788-4101



What Today's Oxygen Provider

NEEDS TO KNOW

About

"SMART DELIVERY"

by Dave Marquard, MBA, BS

n the aviation business there is an old saying that there are only two types of pilots: old pilots and bold pilots, but there are no old bold pilots. Each year in the U.S. there are an average of 250 fatalities in small aviation aircraft crashes.

While usually not having the same deadly consequences via accidents, oxygen delivery today can be said to often fall into two wildly diverging models: "smart delivery models" that save time and money — or "standard delivery models" that often drain profits, especially with today's low CMS reimbursement rates for oxygen.

A "Smart Delivery" strategy means reducing the number of deliveries to patients while improving or maintaining high patient satisfaction levels.

Oxygen delivery drivers/techs are a big cost of being in the oxygen business and competition for drivers is keen. Search Google with the term "Delivery driver." You will find even unskilled drivers cost a lot per hour.

In just Ashburn, VA, alone, for example, a suburb of Washington, D.C., there were 1,096 delivery jobs advertised on the internet when I checked just after the Thanksgiving holiday. The most common recruitment opening was: "Hiring immediately. Need entry level and experienced drivers..."

So if you can reduce the number of oxygen deliveries needed to serve your patients, you can save not only the typical \$50-\$75 cost of a delivery, but possibly on the need to hire additional drivers as your business expands.

Here's how to develop and implement a "Smart Delivery" strategy...

First, get some graph paper. Then create a simple "scatter plot" or chart of where the patients you deliver to live.

This delivery map will show you how far from your store each patient resides and how far your delivery tech must drive to serve the patient. If you wish you can color code the patient to indicate information such as oxygen only, oxygen & rehab, or other data as needed.

On your scatter plot draw a radius of the distance that offers the optimum use of the delivery tech's time and vehicle expense. Let's say it's 25 miles in a congested area or 50 miles in a rural environment or some other number in a very high traffic intense area or high density area where you are servicing patients in high rise buildings.

Next, calculate your delivery expense using \$50 to \$75 per delivery as your average cost.

For example, if the delivery to a patient 60 miles away has a cost of \$50 and you had to do it once per month, your delivery cost to that patient is at least \$600 per year.

The smart delivery POC model can reduce your delivery expense to one delivery per year. This reduces your delivery expense by nearly 92%. For every \$50 delivery customer, you can anticipate about \$550 in savings per year. This cost savings goes right to the bottom line. Ten patients like this would save you at least \$5,500 per year, 100 patients would save you \$55,000 per year... etc.

Your next question might be, "Okay, Dave, but what if I don't have the capital to buy ten, twenty, or a hundred OxyGo® POCs?" The answer is that OxyGo right now offers 12, 24 and 36-month financing at very low rates. Basically, the OxyGo POC pays for itself.

Betailing the savings is easy. See for yourself.

OxyGo offers convenient Excel spreadsheet templates at **www.oxygo.life**. Just go to that site and click on "Provider." Or e-mail or call OxyGo and we will calculate your savings for you and provide the spreadsheet.

Today, we are offering two great POCs, our standard five setting OxyGo and our latest addition—the three setting, 2.8 lb., ultra light OxyGo FIT[™]. Every intelligent pulse setting on both of the OxyGo POCs delivers 210 ml/min, which means you can usually titrate 90% of your patients with either OxyGo or OxyGo FIT.

Please contact our OxyGo Manager of Clinical Resources, Bob McQuown, who has years of experience as a RRT: bmcqowon@applied-inc.com.

For more information on what you can expect to save with OxyGo, based directly on a DME's experience, see the article that starts on page 25 of this issue entitled: Surviving Lower Oxygen Reimbiursement Costs: One DME's Strategy.

We have had so many requests for this article, which ran in an earlier issue of *Home HealthCare TODAY*, we are repeating it in this issue for those who missed it. Based on the experience of an Ohio-based five store DME business, it breaks down the oxygen delivery savings you can expect to see in your business, if you adopt the smart delivery with OxyGo model.

And you should never feel alone when developing or implementing your "Smart Delivery" strategy. Help is just an e-mail or toll free call away to your OxyGo field sales team. Or shoot me an e-mail directly and I will personally assign an expert to help you.

CONTACT DAVE: dmarquard@applied-inc.com



DAVE MARQUARD, MBA, BS Owner, CEO

David J. Marquard II is the owner and CEO of Applied Home Healthcare Equipment, LLC. He has 34 years of experience in the home respiratory industry. Marquard holds a number of patents for home respiratory equipment and is the author of several videos, workbooks and courses on compressed medical gases, regulatory requirements and safety. He has been a seminar speaker at national industry events since 1981, and is currently attending Harvard Business School's OPM program.



SUPER SERVICE MOST OF

ABLE TO SERVICE MOST OF YOUR PATIENTS IN A SINGLE DELIVERY!

The team of OxyHome™ and OxyGo® can saturate most oxygen patients 24/7.

OxyHome can deliver 5 lpm continuous flow, even with long tubing runs, at home. OxyGo keeps your patients going while out running errands or traveling the world!



OxyHome™ by Nidek 5L Concentrator

 Use with special applications such as jet nebulizers, venti masks and nebulization with oxygen

5 Setting OxyGo® Portable Oxygen Concentrator

- 5 settings... Up to 9.5 hours of battery life
- Airline approved and whisper-quiet at 39 decibels



"Putting patients on a POC is win-win. Patients find them easy to work with and enjoy a higher quality of life with the mobility they offer. They also help us eliminate so many overhead costs that just don't show up to most cost accountants, but they are there."

~ Missy Cross DME Equipment Manager, OE Meyer

Surviving Lower Oxygen Reimbursement Costs:

ONE DME's STRATEGY

Originally seen in HomeCare magazine

Missy Cross is a veteran in Ohio's homecare industry who is paying close attention to recent CMS oxygen reimbursement cuts that can be as high as 16 percent. CMS announced the cuts on March 15, 2016.

Missy estimates she is mitigating these cuts by saving 38 percent or more on her oxygen costs by adopting the OxyGo® Non-delivery business model. OxyGo is a marketer of portable oxygen concentrators based in Cleveland, OH.

For twenty-one years Missy has overseen DME equipment for OE Meyer, a Sandusky, OH based HME with five store locations. "The difference between using POC's and cylinders is labor," said Missy, while reflecting on the growing POC use trend that allows HME's to offset cuts and improve profitability with every new patient, patients that are distant or patients that use lots of tanks.

"There is no labor on the back end," Missy continued. "The trickle-down cost savings from patients using POC's is substantial. The average oxygen tank delivery probably costs me about \$50. So if I can schedule just one delivery rather than four in a month with fifty people, the savings is huge."

"There are so many benefits. POC's not only cut our delivery costs, they have an impact on our business going forward. As our business grows, we don't have to hire new drivers as frequently and that's all part of the 38 percent or more of savings they afford us," she said.

OE Meyer is a significant player in the Northeast Ohio homecare equipment market. Nine delivery trucks operate out of its five store locations, delivering oxygen to patients as far as 70 miles east and west of Sandusky.

Sixty percent of OE Meyer's business is rural vs. city. All 9 trucks are on the road everyday and are mainly what Missy calls 'box trucks'.

Missy notes that she has seen POC reliability increase dramatically over the past few years and that she does not get calls from patients related to battery or POC performance problems. She says POC suppliers today have done a very good job of simplifying their use so that patients find them easy to work with.

Missy also notes that POC's are being asked for more and more by patients who see their portability advertised on TV. She has noticed that many of her patients are being diagnosed earlier than ever before. This means many of them are younger and living a more active life style. They crave the mobility and freedom POC's provide. POC's are airline approved for air travel far more than tanks, even from a home fill system. All compressed gas cylinders are prohibited for use on onboard commercial aircraft.

Jon Schultz, sales director for OxyGo, points out that the POC's he markets never run out of oxygen because patients can use and charge their units at home, in their car or anywhere there is a 100 to 240 VAC outlet or 12 VDC outlet in a car.

"Putting patients on a POC is win-win," said Missy. She linked the advantages of using POC's to an improved quality of life for the patient and more productive cost efficiencies for the HME. "Patients find them easy to work with and enjoy a higher quality of life with the mobility they offer. They also help us eliminate so many overhead costs that just don't show up to most cost accountants, but they are there," Missy concluded.

Schultz points out these would include costs such as no haz-mat risks, training, placarding and the fact that delivery of a POC to a patient can be accomplished in a car or van.

More information can be found at **www.oxygo.life** or by calling **888-599-8319**. ■



Plastic Valve Seals

OXYLOK Large Plastic Valve Seal

White, Bag of 1,000

1109-0048

Was *85.00 Your Price = *76.50

OXYLOK MINI Small Plastic Valve Seal

White, Bag of 1,000

1109-0053

Was *75.00 Your Price = *67.50



Multiple Use Washers

Multiple Use Brass & Viton Yoke Washers (Bag of 50)

1109-1017

Was \$48.00 Your Price = \$43.20

Single Use Nylon Yoke Washers (Bag of 1,000)

1109-0068

Was *116.27 Your Price = *96.28



Cylinder Seals

Standard Size Cellulose Wet Bands

30.5 mm x 25 mm.

1109-0014 Bucket of 1,000

Was *97.26 **Your Price = *87.53**

1109-0019 Bucket of 2.500

Was *176.53 **Your Price = *158.87**

1109-0074 Bucket of 4,000

Was *250.19 Your Price = *225.17

1109-0075 Bucket of 11.500

Was *569.24 Your Price = *512.31

Lot Stickers

OXYMARK Lot Stickers

750 per roll

1109-0002 Blank

1109-0002A Lot and Exp. Date

1109-0002B Lot and Liter

Was *19.95 **Your Price = *17.96**

OXYMARK Replacement Ink Roller

1109-0002IR

Was *6.38 **Your Price = *5.74**



Calibrations

NEW High Pressure Gauge

(with calibration)

1120-0057C

Was \$58.54 Your Price = \$52.69

NEW Vacuum Gauge

(with calibration)

1110-0420C

Was *58.54 **Your Price = *52.69**

NEW Digital Thermometer

(with calibration)

1108-0115-1C

Was \$76.66 **Your Price** = \$68.99



Quick Connectors

High Speed OXYFILL Oxygen Quick Connector (1/2" NPT)

2.5 times as fast as a yoke!

1109-9932-1

Was *144.99 **Your Price = *130.40**

2016 AWARD WINNER! Liquid To Gas



- EASY AND LOW-COST MAINTENANCE User-changeable gauges only need to be calibrated annually.
- INTERNAL PUMP + ACCESSIBLE MANIFOLDS Start filling faster and use less gas. Manifolds on the front and side of the system allow you to fill continuously.
- FILL ANY SIZE CYLINDER

 You can fill any size cylinder with Applied's # OF-700R & OF-7000

 Liquid to Gas System.
- MOBILE FILL RACKS Applied's Mobile Fill Racks allow you to expand your filling, as needed.
- BUY IN BULK Save even more by purchasing bulk oxygen from your supplier.
- SAVE AS MUCH AS 60%!

Typical Cost from Supplier

Size	# / Week	Cost	Total
M6	150	\$3.00	\$450.00
Е	25	\$3.00	\$75.00
D	25	\$3.00	\$75.00
С	10	\$3.00	\$30.00

Total Cost / Week = \$630.00

Applied's Liquid to Gas System

Size	# / Week	Cost	Total
M6	150	40¢	\$60.00
Е	25	65¢	\$16.25
D	25	50¢	\$12.50
С	10	45¢	\$4.50

Total Cost / Week = \$93.25

* Save \$536.75 per week!

Trade in your old system for the latest tech! 25% MORE Efficient!

ACT NOW! Refurbished Machines Available for a Limited Time!

Call today for the best trade-in deals: **888-599-8319**

Filling your own oxygen cylinders can save you a significant amount of money and headaches: Cylinders can be filled for less than \$1, and you don't have to wait for suppliers or worry about missing cylinders. Typically, an oxygen filler can pocket up to 2 dollars a cylinder or more by filling the cylinders themselves (a typical E cylinder fills for about 65 cents).

How Does It Work?

Filling with a Liquid System is very simple! After purchasing your liquid oxygen in bulk, the system will warm the liquid, which builds pressure and changes the liquid into gas.

What Do I Need to Fill?

In order to fill with a Liquid to Gas System, you will need the system itself, a paramagnetic oxygen analyzer, and filling supplies such as cryogenic safety materials (apron, gloves, face shield), along with labels, lot stickers, a cryogenic hose, and valve seals. Liquid to Gas Systems are usually about 3 ft x 5 ft*, so they don't take up very much room. You will need to register with the FDA and complete required training yearly. All of which Applied provides to you when you purchase your system!

What's the Difference Between Liquid to Gas and Gas to Gas?

Put simply — speed and cost. A Gas to Gas System is ideal for fillers who fill less than 100 cylinders a week. It's less expensive and can fill about 20 E's an hour. A Liquid to Gas System is ideal for fillers who fill more than 100 a week. It can fill 66 E's per hour, since you purchase liquid oxygen, you'll also get your oxygen supply for less.

* without filling carts

Cracking Medicare's

HEALTHCARE CODE

To the same of the

by Rob Saltzstein, Contributing Editor

Every industry has a shorthand code for its prominent and frequently referenced terminology. Healthcare is no exception. In fact, for the outsider, the healthcare profession is loaded with arcane and difficult to decipher and understand insider jargon.

I have to admit that my own first visit to a healthcare website resulted in a struggle to comprehend meaning. For example, an ad for an upcoming webinar talked about including a national RAC program, contract extensions for what the SMRC was up to, new contract awards for MACs. And not to be outdone, the same site talked about ZPIC's without defining them.

It takes a little study, but anyone can master the meaning behind them. Keep this list of healthcare acronyms and definitions handy as a guide. You may know all or most of them but there is a good chance new people to the home healthcare field may not have the foggiest idea what many of them mean.

Acronym	Definition		
ACA	Affordable Care Act		
ALJ	Administrative Law Judge		
AMBA	American Medical Billing Association		
BNAF	Budget Neutrality Adjustment Factor		
вос	Board of Certification/Accreditation		
CHRS	Certified Healthcare Reimbursement Specialist		
CEU	Continuing Education Unit		
CHIP	Children's Health Insurance Program		
CMM	Certified Medical Manager		
CMS	Centers for Medicare and Medicaid Services		
COPD	Chronic Obstructive Pulmonary Disease		
CPC	Commission on Paraoptometric Certification		
CRT	Cardiac Resynchronization Therapy		
CSR Cost Sharing Reduction			
DEMPOS Durable Medical Goods, Prosthetics, Orth and Supplies			
DME Durable Medical Equipment			
DOS Date of Service			
EAA	Environmental Accessibility Act		
FCA False Claims Act			
FFM	Federally Facilitated-Marketplace		
FFS	Fee for Service		
GHS	General Health Status		
GMH	General Mental Health		
HCBS Home and Community Based Services			
HCPCS	Healthcare Common Procedure Coding System		
HIPAA	Health Insurance Portability and Accountability		
HME	Home Medical Equipment		
ICD-10	Coding system for billing		
IRFs	Inpatient Rehabilitation Facilities		

Acronym	Definition		
LCD	Local Coverage Determination		
LOX Liquid Oxygen			
MAB	Medical Association of Billers		
MAC	Medicare Administrative Contractor		
MAPD	Medicare Advantage Prescription Drugs		
MHS	Medicare Health Support Act		
MLN	Medicare Learning Network		
MMA	Medicare Modernization Act		
MMC	Medicare Managed Care		
MMI	Medicare Management Institute		
MSA	Metropolitan Statistical Area		
NCCDP	National Center for Certified Dementia Practitioners		
NCCT National Center for Competency Testing			
O ₂ Oxygen			
OIG	Office of Inspector General		
ОТ	Occupational Therapy		
PCE Personal Care Expenditure			
PERS Personal Assistance Service			
PMD	Power Mobility Device		
PRBB	Provider Reimbursement Review Board		
PT	Physical Therapy		
RAC	Recovery Audit Contractor		
SCHIP	State Children's Health Insurance Program		
SHOP	Small Business Health Options Program		
SLP Speech language Pathologists			
SMRC	Supplemental Medical Review Contractor		
V & V	Verification & Validation		
VNA Visiting Nurse Association			
ZPIC	Zone Program Integrity Contractor		

16 Tips Oxygen Safety at Home

Oxygen is very safe to have in the home when the following guidelines are followed. Are the following 16 tips included in your oxygen safety training for your patients?

Teach your patients to never smoke while on oxygen or go near an open flame.

Rule of thumb: Never allow oxygen to come within 10 feet of an open flame or extreme heat source. Remind patients to remove their oxygen while cooking, even if using an electric stove.

Store extra portable cylinders lying on their sides. Do not keep any cylinders standing upright if they are not supported either in a tank base, tank holder, portable cart, or secured with chain or rope.

Keep a "No Smoking" sign visible at all times. A no smoking sign should be posted in the room or area that contains oxygen.

Do not use bedding or clothes made of wool, nylon, or synthetic fabrics as these materials have the tendency to produce static electricity. Using materials made of cotton will help eliminate sparks from static electricity.

Do not use petroleum based products such as petroleum jelly.

Do not use oil, grease or other petroleum based products in or around the oxygen.

Do not leave oxygen equipment turned on when it is not in use.

Do not store oxygen in an enclosed area such as a car, closet or wardrobe.

When traveling in a car with oxygen, always have a window slightly opened.

Do not allow the oxygen tubing to be covered by bedding, carpet, or furniture.

Do not allow children or untrained individuals to handle or operate oxygen equipment.

Do not place oxygen equipment near heaters, stoves, or other sources of heat.

Do not touch the frosted piping connectors on the liquid reservoir or portable.

Keep liquid portables stored in the upright position. Do not lay them on their side.

Do not place oxygen cylinders in trunks of cars.

Do not abuse or handle the oxygen equipment roughly.

Open the oxygen tank valve slowly.



References: www.aarc.org: Oxygen Safety; National Fire Protection Association: Oxygen Safety; www.pharmacarenetswork.com: Oxygen Safety Sheet; Home Oxygen Safety — Seattle Fire Department 2003-2005; Oxygen Safety at Home: The Ohio State University

ADD VALUE TO YOUR PATIENT SET-UPS AND HELP

Prevent Oxygen Fires

An easy way to add value? Show you care about your patients—and are on the cutting edge of technology. The new OxySafe[™] bi-directional thermal fuse is designed to stop the flow of gas at either end of the PVC tube in the event of a PVC tube ignition.

The new, bidirectional OxySafe provides two-way protection against oxygen fires caused by patients smoking, using candles, stove-top ranges or other open flames while receiving oxygen therapy. See it in action by scanning the QR code below!

Try it now—FREE! While supplies last!

Home HealthCare TODAY readers can claim a FREE OxySafe™ at: homehealthcaretoday.org/oxysafe





NEW!

complete and return bottom section

Don't miss an issue—Renew your subscription today! FREE while supplies last.

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2017 EVENTS

It's never too early to plan to attend key home healthcare shows and events that can help your professional advancement!

We would like to list your 2017 homecare state meeting and top scheduled events in a future issue of *Home HealthCare TODAY*. Please send the information to: rsaltzstein@homehealthcaretoday.org



Filler Required* Applied Training Seminar

FEBRUARY 7 Philadelphia, PA

NCPA Multiple Locations Conference

FEBRUARY 15 - 19 San Diego, CA

HIMSS 2017

FEBRUARY 19 - 23 Orlando, FL

POWER Symposium

FEBRUARY 23 - 25 Las Vegas, NV

Filler Required* Applied Training Seminar

FEBRUARY 27 Las Vegas, NV (before Medtrade)

Medtrade Spring 2017

FEBRUARY 28 - MARCH 1 Las Vegas, NV

Aging in America Conference

MARCH 20 - 24 Chicago, IL

Filler Required* Applied Training Seminar

MARCH 21 Cleveland, OH

Filler Required* Applied Training Seminar

APRIL 4 Chicago, IL

Asia Health Exhibition

APRIL 3 - 5 Singapore

VNAA National Leadership Conference

APRIL 19 - 21 San Diego, CA

American Telemedicine Association

APRIL 23 - 25 Orlando, FL

NHCPO Management and Leadership Conference

APRIL 29 - MAY 3 Washington, DC

Medical Equipment Suppliers Association

MAY 2 - 4 Dallas, TX

Filler Required* Applied Training Seminar

MAY 9 Los Angeles, CA

MedCity INVEST

MAY 17 - 18 Chicago, IL

AAHomecare Washington Legislative Conference

MAY 24 - 25 Washington, DC

VGM Heartland Conference

JUNE 12 - 15 Waterloo, IA

RESNA Annual Conference

JUNE 25 - 29 New Orleans, LA

NAHC Financial Management Conference

JULY 16 - 18 Hartford, CT

FIME

AUGUST 1 - 3 Miami, FL

Abilities Expo

AUGUST 4 - 6 Houston, TX

Filler Required* Applied Training Seminar

AUGUST 22 Seattle, WA

*Annual requirement per FDA, state and accreditation

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